

Benchmark Service Initiative

The City is proposing the implementation of the following benchmark service initiatives within those departments involved in review, approval and issuance of development permits:

1) **Single point of application drop-off** for development permit applications:

The City is recommending that the Department of Codes Administration, Permits Division, Plans Management Branch become a Single Point of Application Drop-Off for development permit applications in order to accommodate those applicants who may not be familiar with the full range of required development permit applications and the City departments administering those applications. Existing application drop-off points in each City department will be maintained for those applicants who are familiar with the procedures of each department. The attached flow chart graphically describes this proposal.

2) **Single point of contact** for status of development permit applications:

The City is recommending that the plans examiner in each City department processing development permits be the single point of contact for the status of the specific development permit in question. The applicant would then be able to track the progress of the various applications involved in the project through these department contacts. KivaNet, as described later in this memo, will allow the applicant to monitor the status of development permit applications via the Internet.

3) **Certified Checklists** describing application procedures and submittal requirements for all development permit applications:

Each department processing development permit applications will establish certified Checklists describing the application submittal procedures; plans review turnaround times, ordinance and technical requirements, required plans and related documents necessary to file a complete application. The purpose of these certified Checklists is to provide the applicant's design professional with complete information related to the submittal process in order to expedite the approval process and enable a complete technical review to be accomplished by the department(s) involved in the application approval. The certified Checklist is required to be certified by the applicant's design professional as complete for review of the specific application.

4) **Quality Control Review (QCR)** of development permit applications within two (2) working days of submittal to ensure the completeness of the application based on the certified Checklists:

Each department processing development permit applications will perform QCR of development permit submittals based on the requirements of the applicable certified Checklists. This process is designed to ensure the completeness of the specific application and to alert the applicant to any submittal deficiencies as soon as possible in the review process. The certified Checklist will identify those submittal deficiencies that will cause the application to not be accepted for review. Items such as a site plan showing the location of a proposed building or a storm drainage study for a land disturbance permit application are examples of required information that if omitted from the application will cause the application to not be accepted for review. Failure to provide required technical information results in first review comments that will not result in approval and simply request the missing information. On completion of QCR, either the application will be accepted for review or the applicant will be given a list of submittal deficiencies that must be received for application acceptance. Plans review turnaround times are measured from the date the applicant submits a complete application according to the certified Checklist for the specific development permit application.

For those applicants who wish to use the single point of application drop-off, the Department of Codes Administration will perform all required QCR's.

- 5) **Guaranteed development permit plans review turnaround times** of four (4) weeks for first reviews and two (2) weeks for resubmittal reviews:

In order to provide a level of predictability, the maximum plans review turnaround time for any development permit application will be four (4) weeks for first reviews and two (2) weeks for resubmittal reviews. The certified Checklist for the specific application will identify these turnaround times. The performance of City staff in achieving these goals will be monitored and reported for the use of our customers.

- 6) **Review Comment Resolution (RCR)** to ensure that City plans review staff contacts the owner's design professional to resolve plans review comments that cannot be approved with the first resubmittal:

In order to reduce the number of resubmittals necessary to obtain application approval, each department processing development permit applications will require plans review staff to contact the applicant upon completion of the first resubmittal in those instances when the resubmittal is not approved. The purpose of this communication is to provide the applicant with an opportunity to discuss means of compliance with the plans examiner and clarify any areas of miscommunication of requirements. While the City staff and the applicant are encouraged to discuss code compliance at any point in the plans review process, this procedure ensures that this communication occurs at this point in the process.

7) **KIVA System and KivaNet**

The KIVA System is the citywide land and permitting information system. The KIVA System was implemented over 2 years ago for use by the departments of Codes Administration, City Planning & Development, Public Works, Fire, Water Services, Parks & Recreation and others for use in application processing, plans review tracking, permit issuance, field inspections and many other functions. Through the KIVA System, City staff can more easily monitor the status of development permit applications from application submittal to issuance of the certificate of occupancy for a new building or tenant space. Because the KIVA System is a shared enterprise database, duplication of information has been virtually eliminated.

- a) **KIVA System data entry** within one (1) working day of any activity affecting development permit applications, this will ensure the applicant that KivaNet (on-line access to the KIVA System) is timely and accurate:

The KIVA System and KivaNet are designed to enable departments involved in the land development process and our customers to have complete access to the status of development permit applications and to expedite the development process through the use of technology. City departments are encouraged to revise their business practices to incorporate the KIVA System as a means of driving the flow of work and increasing communications between departments involved in the development process.

- b) **KivaNet** is KIVA's Internet access to the data in the KIVA System and will be deployed for use of our customers on or about June 1, 2001. The City has been working with several development community groups including the Greater Kansas City Chamber of Commerce to ensure that KivaNet will provide access to the information that is most helpful to our customers. Through KivaNet, our customers will be able to conveniently monitor the status of their development permit applications and only contact City staff directly when they have specific questions related to compliance with plans review comments or procedural issues.
- c) **The City is committed to ensuring that the KIVA System and KivaNet are user friendly** for both our customers and the staff utilizing the system in their daily work.
- d) **User guides and training programs** are being designed for the users of KivaNet.

8) **Telephone calls returned within one (1) working day** by all City staff:

Each department involved in the development process will commit to returning telephone calls within one (1) working day. This commitment will ensure that the lines of communication are open between the applicant's design professionals and City staff.

9) **Department of City Planning & Development, Economic Development and Business Assistance Division** assistance in troubleshooting issues during the development process:

The Business Assistance Center will be available to those applicants who are experiencing difficulties with the development process. This assistance will include scheduling meetings between departments and the applicant’s design team to resolve issues and clarify requirements applicable to the full scope of approvals required for their project.

The Business Assistance Center also coordinates the Development Assistance Team that is designed to give the applicant’s information on the requirements of the development process through pre-application meetings and periodic meetings during the approval processes.

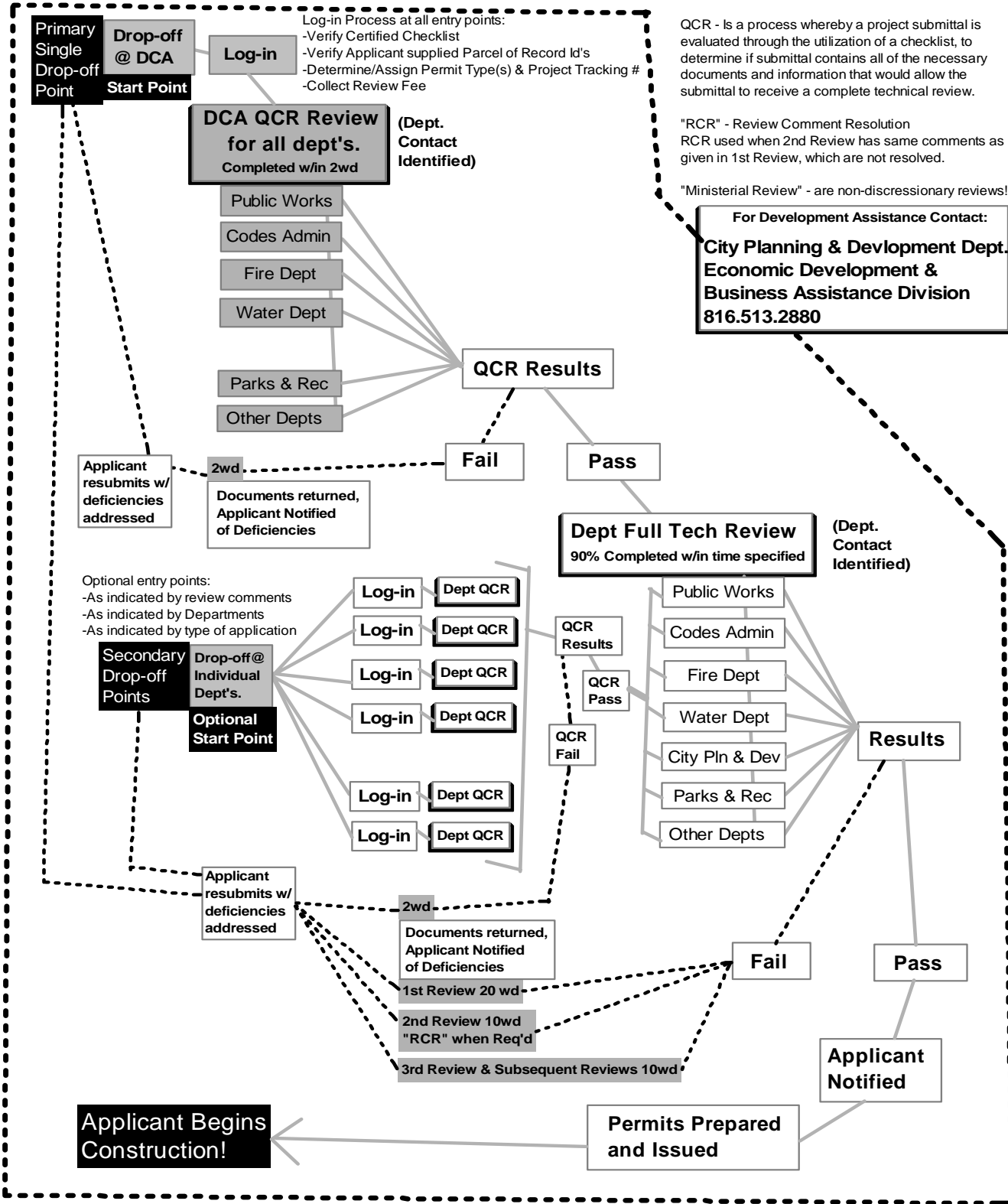
Costs to Implement Benchmark Service Initiative

In addition to program changes, implementation of the above references service initiatives will require additional staff as described below:

Department	Initiative #	Required Staff	Cost; including computers, telephone, office equipment, and training
City Planning & Development	2., 5., 6., 8., 9.	1 – Development Specialist I	\$53,000
Codes Administration	1., 2., 3., 4., 5., 6., 7., 8.	1 - Development Specialist I	\$53,000
Fire	2., 3., 4., 5., 6., 7., 8.	Existing Staff will implement these initiatives	
Parks & Recreation	2., 3., 4., 5., 6., 7., 8.	Existing Staff will implement these initiatives	
Public Works	2., 3., 4., 5., 6., 7., 8.	1- Registered Engineering	\$59,000
Water Services	2., 3., 4., 5., 6., 7., 8.	Existing Staff will implement these initiatives	
Total			\$165,000
Information Technology	KivaNet	No additional staff - Cold Fusion Server and Packeteer Software	(\$38,000 - to be paid from existing funds, not included in total)

These costs will be supported by increases in fees collected for development permits. These fee increases will be in addition to current fee increases going before the City Council for approval as part of the fiscal year 2002 budget.

SINGLE POINT OF APPLICATION DROP-OFF - MINISTERIAL DEVELOPMENT PERMIT - SUBMITTAL & REVIEW - PROCESS FLOWCHART



Definitions:

Ministerial Review (Development Permits) – A ministerial review is a review, which does not require approval of a board, commission, or City Council after public hearing. Approval of an application is based upon a determination by City staff that the application complies with the Code of Ordinances, adopted standards, and related ordinances stipulating specific conditions of approval applicable to a project. The majority of development permits are approved by ministerial review.

Discretionary Review (Public Approval Processes) – A discretionary review is a review, which requires approval of a board, commission, or City Council after public hearing. Approval of a discretionary review is granted only after consideration of the testimony given during required public hearings.